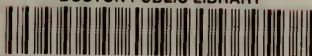


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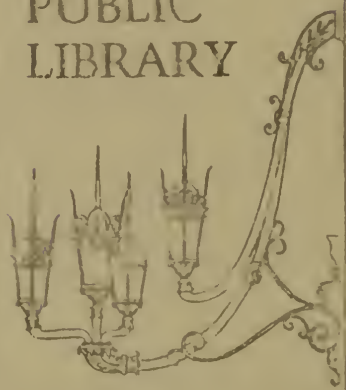
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INNER BELT  
SOUTHWEST EXPRESSWAY  
BUSINESS RELOCATION REPORT

December, 1967



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I.

BUSINESS RELOCATION PROGRAM



## A. SITE OFFICE ORGANIZATION

### 1. Site Office Responsibilities and Services

The business relocation staff will provide guidance and assistance to businesses and organizations displaced by the proposed Inner Belt and Southwest Expressway Program. The staff will provide business relocation information, assist in finding suitable relocation sites and facilities, process claims in compliance with federal and state rules and regulations, and transmit claims to the State Department of Public Works for approval and payment.

A site office will be established at a convenient location so that the relocation needs of business concerns to be displaced can be readily serviced.

### 2. Business Relocation Staff

The business relocation staff located at the site office will consist of:

Business Relocation Supervisor

Business Relocation Specialists

Site Location Specialist

Assistant Site Location Specialist

Chief Claims Examiner

Secretaries

Clerk Typists



## B. RELOCATION WORKLOAD AND STAGING SCHEDULE

The Survey Report prepared in January, 1967, and submitted to the Department of Public Works on February 2, 1967, estimates a business relocation workload of approximately 450 businesses--or 150 businesses each year over a three-year acquisition period.

The majority of the businesses will be acquired during the first year of operation. This will allow a maximum time for their relocation.

A staging schedule will be available at the site office. All businesses, owners, or tenants may review this schedule to determine the approximate time when they will be required to relocate. In addition, the business relocation staff will notify each business several months before acquisition that their property is scheduled to be taken in the near future.

The Department of Public Works will notify the Director of Family Relocation of the Commission's vote to acquire a given property; it will allow maximum lead-time (about three weeks) between the Commission's vote and the date of actual filing. The Business relocation staff will notify each site occupant as soon as possible after the Commission has voted for acquisition about the imminence of acquisition, and about the relocation services that will be available.

After the actual taking has been made, the Department of Public Works will notify, in writing, both the site occupant and the Director of Family Relocation of the date of acquisition.





## C. RELATIONS WITH SITE OCCUPANTS

### 1. Site Office Location and Hours

Each site occupant will be informed of the location of the site office and of its business hours. Regular business hours will be from 9:00 A.M. to 5:00 P.M., five days a week; evening and Saturday hours will be arranged as needed.

### 2. Interviews With Site Occupants

All site occupants in the project area were contacted in the initial survey carried out during the latter half of 1966. This survey was conducted to assess and determine space and location characteristics needed by each business to be displaced.

A business relocation specialist will be assigned to each business site occupant. If the information gathered at the initial survey is incomplete or out of date, the specialist will complete or update it. He will then facilitate the relocation process by carrying out the following functions: giving the site occupant information to help him understand the project and how it affects him; pointing out what can be done to facilitate a smooth relocation; answering questions which may be important to the site occupant; locating new sites appropriate for referral, and assisting in filling out the forms required to apply for a relocation payment.

### 3. Informational Program

After the Department of Public Works has notified the site occupant



and the business relocation staff of an eminent domain taking, the site occupant concerned will be personally contacted by the business relocation specialist to review the basic objectives and policies of the relocation program.

Site occupants will be kept informed of current developments in the highway relocation program through regular contacts by the business relocation specialists, by letters and through various printed materials.

Two pamphlets, the "Business Relocation Informational Guide" and the "Procedures to Assist Business Concerns in Filing a Claim for Reimbursement of Relocation Expenses", will be given to each site occupant. The Guide includes general information about the business relocation program; the Procedures describes in detail the steps a site occupant must follow, and the claim forms he must fill out to qualify for reimbursement.

#### 4. Eviction Policy

The Department of Public Works will make all possible efforts to avoid the eviction of any business concern from the project area. Eviction proceedings will be instituted only against those businesses who:

- (a) Are financially able to and refuse to pay the use and occupancy charges to the Department of Public Works beginning four months from the date of acquisition.
- (b) Maintain a nuisance or use the premises for illegal purposes.



- (c) Refuse, without valid reason, three or more referrals to suitable and approved quarters.
- (d) Refuse, after a reasonable number of attempts, to admit business relocation representatives.
- (e) Are in a situation requiring eviction under state or local law.

It is understood that the Department of Public Works will not evict a business site occupant without prior consultation with the Authority.



#### D. FINDING NEW SITE LOCATIONS

The business relocation staff will offer each business concern to be displaced at least three new sites with space and location characteristics appropriate to their needs. Each site that is listed and/or referred will have been inspected for suitability by the business relocation staff.

When suggesting available relocation sites to a site occupant, the business relocation staff member will give essential characteristics of the site, and the broker's or owner's name, address, and telephone number. The business relocation staff will maintain a strict policy of noninterference in the negotiations, and will avoid any subjective comments about either the site occupant or the proposed new location.

The site location staff will contact the sources listed below for space listings. These listings will be compiled and submitted to a Data Processing Service Center for matching with the space needs as ascertained in the interview of the displaced business. Through coordination with other taking agencies, the Authority will ascertain that no future public acquisition is planned for a site referred for relocation.

##### 1. Greater Boston Real Estate Board

The Greater Boston Real Estate Board (and its subdivision, the Buildings Owners and Managers Association) has expressed its willingness to cooperate with the business relocation program. The Board is expected to serve as liaison through which member owners and brokers will contribute listings of available sites for referral to site occupants to be displaced.





2. Individual Real Estate Brokers

The site location staff will place advertisements in the newspapers requesting brokers to submit their listings to be matched with the space and location needs of businesses to be displaced.

3. Private Owners

Procedure will be the same as for individual real estate brokers.

4. Real Estate Trade Publications

The site location staff will check through current trade publications and add appropriate listings to the data bank.

5. Field Observations by Staff

The business relocation staff will also utilize appropriate vacancies discovered in the course of their daily activities.

6. Massachusetts Department of Commerce and Development

The business relocation staff will utilize the services of the Massachusetts Department of Commerce and Development for special problems or when sites outside the City of Boston are sought.



## E. RELOCATION PAYMENTS

### 1. Eligibility

#### (a) Displacement

A business concern may be eligible for a relocation payment for reasonable and necessary moving expenses if: (1) the displacement was caused by the Department of Public Works, and (2) the business concern was acquired by the Department of Public Works.

Business site occupants will normally receive their moving expenses after their property has been acquired and after they have submitted appropriate documentation. Occupants wishing to relocate prior to acquisition and receive payment must receive written permission from the Department of Public Works.

#### (b) Notice of Intent to Move

No relocation payment for moving expenses shall be made to a business concern unless the business relocation staff has received written notice from the business concern at least thirty (30) days, but not earlier than ninety (90) days, prior to the moving date of its intent to move.

#### (c) Determination of Eligibility

The business relocation staff will be responsible for determining



the eligibility of all claims for payments, and will require such documentation as is necessary to substantiate the reasonableness, accuracy, and validity of each claim.

If a claim for a relocation payment is refused, the reasons for the refusal shall be stated in writing to the claimant.

## 2. Maximum Payment

Funds to reimburse moving expenses are provided by the Federal Government, and are administered through the Federal Bureau of Public Roads under the rules and regulations prescribed by the Secretary of the Department of Transportation.

A business concern may receive federal reimbursement for relocation expenses up to and not to exceed a maximum of \$3,000. (Note: This provision may be amended with the passage of federal legislation which would allow larger relocation payments to business concerns displaced by highway construction.)

## 3. Allowable Expenses

### (a) Moving Costs

Site occupants may be eligible for reimbursement of certain expenses incurred in moving their stock, trade fixtures, machinery, and equipment from the project property to a new location, subject to the Federal Aid to Highways Act of 1962 and the regulations of the Massachusetts Department of Public Works. Such moving costs may include the cost of dismantling, crating, packing, insuring,



transporting, reassembling, reconnecting, and reinstalling of trade fixtures, stock, and equipment, but may not include the costs of any alterations or improvements to any structure either at the old location or the new location.

The costs of moving outdoor advertising displays are also eligible for reimbursement.

(b) Storage Costs

Any partial storage necessary because of a partial taking, or during adjustments of improvements at the new location, or removal of personal property necessary to the effective relocation of a business, may be considered an eligible relocation cost for a period not to exceed sixty (60) days.

Any storage, either partial or total, resulting from voluntary compliance on the part of a site occupant with a request by the State Department of Public Works to vacate before the legal right of possession has passed to the State Department of Public Works will be considered an eligible relocation cost for a period not to exceed sixty (60) days.

4. Distance of Move

If a business concern moves beyond fifty miles from the point from which such business or organization is being displaced, a relocation payment for moving expenses may not be made in excess of the reasonable and necessary expenses for moving a distance not to exceed fifty miles. The fifty miles is measured in a straight line from the point of origin.





## F. CLAIMS PROCEDURES

### 1. Filing a Claim

#### (a) Preliminary Steps

The business relocation specialists will be responsible for assisting site occupants to file claims for relocation payments for which they are eligible. The specialist will meet with each site occupant assigned to him in order to provide informational materials, discuss in detail the steps, procedures, compensable costs, and the forms to be filled out to apply for relocation payments.

The site occupant will be required to notify, in writing, the business relocation office of his intent to move at least thirty (30) days, but not earlier than ninety (90) days, prior to the date on which he proposes to vacate the premises. As a matter of record, the site occupant will be required to submit, where possible, a complete up-to-date inventory, in triplicate, of his machinery and stock and other personal property. Photographs will be taken by the relocation staff of machinery, equipment, and other personal property.

Site occupants who do not own the property from which they relocate will be required to obtain a signed release from the owner of date in order to remove any fixtures attached to the property.



(b) Contracting with a Mover

The site occupant will be required to prepare simple specifications of all moving work to be done, including loading and unloading, carting, dismantling and reinstalling machinery, as well as mechanical work such as electrical, plumbing, carpentry, or refrigeration work.

For the moving work, the site occupant will then be required to obtain a signed cost estimate from each of three separate movers. (Note: The Massachusetts Department of Public Utilities' regulations require that billings by movers be made on the basis of actual time and materials; therefore, movers will be required to submit estimates rather than firm bids.) For any mechanical work, the site occupant will be required to obtain a signed bid from each of three tradesmen.

If the estimated moving expenses are \$500 or less, only one estimate will be required. The maximum payment in this case will be \$500 or the actual moving expense, whichever is less.

Site occupants will notify the business relocation staff of their choice of a mover or tradesman, based on the lowest bid or estimate submitted. A slightly higher estimate or bid may be approved by the business relocation staff if justified on the basis of reasonableness, prudence, and/or superior equipment.

In cases where there is significant cost variation among the three estimates submitted by the site occupant, the business



relocation specialist may request another estimate from a moving consultant.

Site occupants will be given the option either to pay the mover directly and be compensated for eligible costs later by the Department of Public Works, or to authorize, in writing, the Department of Public Works to pay the mover directly for eligible costs.

In the event a business site occupant wishes to move on his own, then the business relocation specialist will advise him of the specific steps and requirements.

(c) Inspections

Within fifteen days prior to the move date, the business relocation specialist will be required to make a pre-move inspection of the on-site location in order to verify inventories, to review all documents, estimates, and bids, and to determine compensable and noncompensable costs.

The business relocation specialist will also be required to make a post-move inspection in order to review and audit the claim submitted by the displaced site occupant. After verifying the actual moving costs, he will approve and certify those costs which are compensable.

2. Review and Approval

(a) Business Relocation Staff



Each claim for payment will be reviewed by the business relocation specialist for completeness and accuracy and certification that all work by movers and tradesmen has been completed.

Final approval and certification of each claim will be made by the chief claims examiner prior to transmittal to the Department of Public Works for payment.

(b) Department of Public Works

Since the Department of Public Works will make final settlement and payment on each claim, the Department will again review each claim file for completeness, compliance with the standard approved rates of the State Department of Public Utilities, and compliance with the laws and regulations of the Federal Aid to Highways Act of 1962, as amended. The Department of Public Works will also check for any outstanding use and occupancy charges, sewer and water bills, or IRS levies.

3. Grievances

Any displaced site occupant aggrieved by the determination of the Department of Public Works may appeal to the Bureau of Relocation in the Massachusetts Department of Commerce and Development within thirty (30) days from the date of receipt of notice of said determination. The decision of the Bureau of Relocation will be final. Any additional amounts determined by the Bureau of Relocation to be due to an occupant will be paid by the Department of Public Works within thirty (30) days after such determination.





## G. ADVISORY SERVICES

### 1. Small Business Administration

The business relocation staff will hold regular meetings with a representative from the local office of the Small Business Administration to insure full utilization of its programs, services, and financial assistance.

The business relocation staff will furnish the local SBA Office with the address, firm name, owner's name, and type of business of each concern that will be displaced by the Inner Belt and Southwest Expressway Program.

The business relocation staff will assist site occupants to make use of SBA services by providing a letter of introduction, a statement verifying displacement, and when requested, a personal introduction to the SBA representative.

### 2. Local Financial Institutions

The business relocation staff will contact local financial institutions, such as commercial banks, savings banks, and insurance companies, to determine what loan funds, and at what interest rates and on what terms, will be available to qualified businesses to be displaced.

For those firms wishing to receive financial assistance from sources other than the SBA, the business relocation staff will arrange meetings between the site occupant and representatives from local financial institutions. Again, the staff will provide a letter of introduction,



a statement verifying displacement, and, when requested, a personal introduction.



II.

SUPPORTIVE SERVICES



## A. COMPUTER SERVICES

A contract will be executed with a reliable computer consultant firm to provide rapid assistance in locating appropriate new locations. A computer program will be designed that will match the space and location needs of businesses to be displaced with information gathered by the business relocation staff on available sites. Both the information on the needs of site occupants and on available sites will be kept up to date on a daily basis by the business relocation staff and forwarded to the computer services firm. The computer will identify appropriate new sites for each business to be displaced.

The computer service firm will also be responsible for submitting business relocation unit and cumulative data designed to achieve the following:

- (a) Comprehensive information control.
- (b) Statistics which will be in a form that will facilitate the submission of required reports on a regular basis (monthly, quarterly, semi-annually, and annually).





## B. CONSULTING SERVICES

It is estimated that it will be necessary to get an additional estimate or bid from an independent expert for approximately 20% of the 450 businesses to be relocated. This will necessitate the hiring by the Authority of consultant movers, tradesmen, architects, or engineers.

This additional estimate from an expert source will enable the business relocation staff to make an impartial evaluation of the price asked by the mover or tradesman designated by the site occupant.









